What Really Brings Clients to Employee Assistance Programs?

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Our Objectives

- Use quantitative, categorical information to:
  - compare faculty/employee assistance program (FEAP) clients to general employee population in our setting
  - compare presenting problems across different groups of employees
- Use qualitative information (case studies) to illustrate the reality behind the numbers

UVA Workplace Population

Approximately 13,000 faculty and staff

- Average age = 41
- 59% female
- 83% white
- 68% married

- 16% teaching faculty
- 6% management
- 12% HCP (not MDs)
- 23% technical
- 32% clerical/office
- 8% service/maintenance
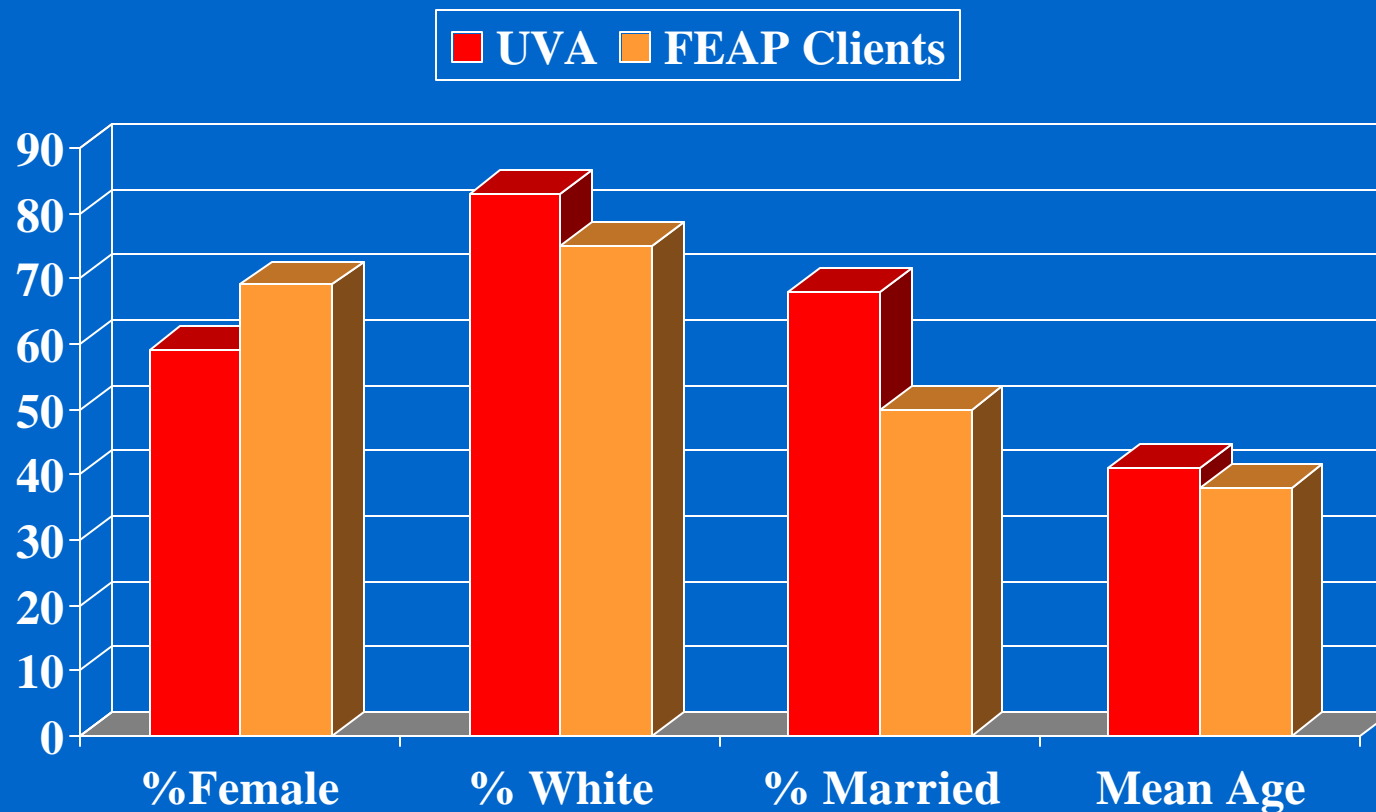
Surrounded by 16,000 students!!

FEAP at UVA

- Mandate

- History

- Organizational relationships

- Staff

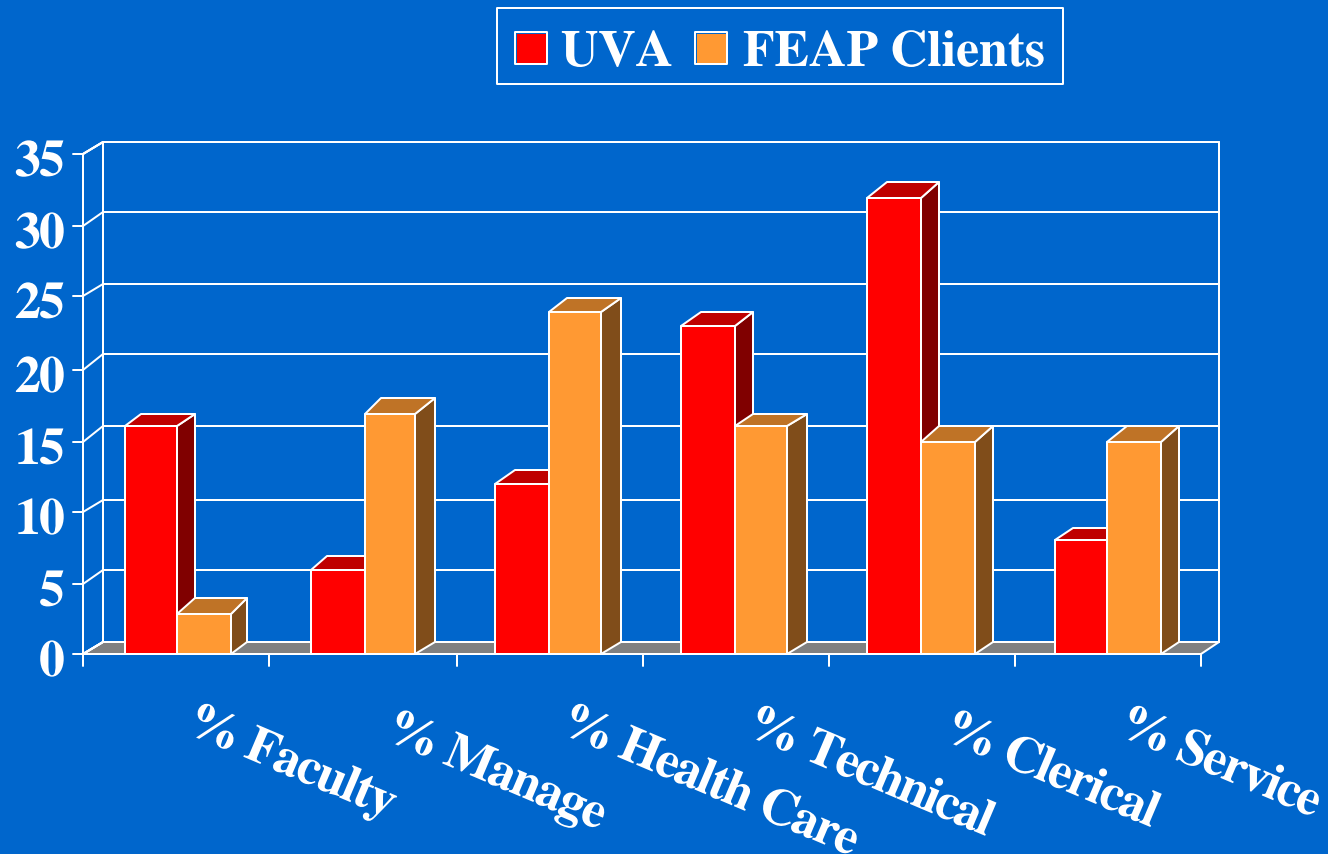- Current challenges

- Relationship to CSAP-funded Project

Data Collection Time Frame

YEAR	MONTHS	TOTAL	MO. AVE.
1995	6	167	27.8
1996	12	330	27.5
1997	12	332	27.7
1998	6	123	20.5
TOTAL	36	952	26.4

Demographic Comparison

Job Category Comparison

UVA FEAP Clients

Overview of FEAP Clients

- Approximately 3% of UVA employees are FEAP clients each year.

- FEAP clients are more likely to be female, non-white and unmarried than UVA employees.

- FEAP clients are more likely to be managers, health care professionals and service personnel than UVA employees.
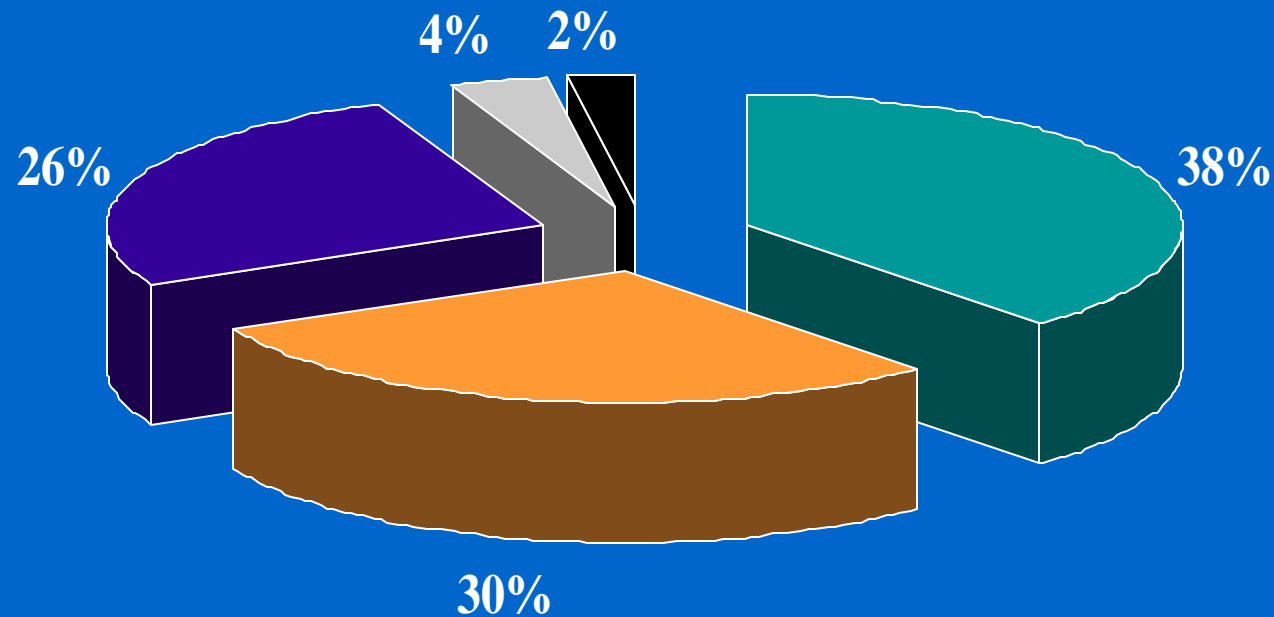
- Faculty are least likely to use FEAP.

Case Presentation

- Client
- Presenting problem
- Impact on work
- Referral source
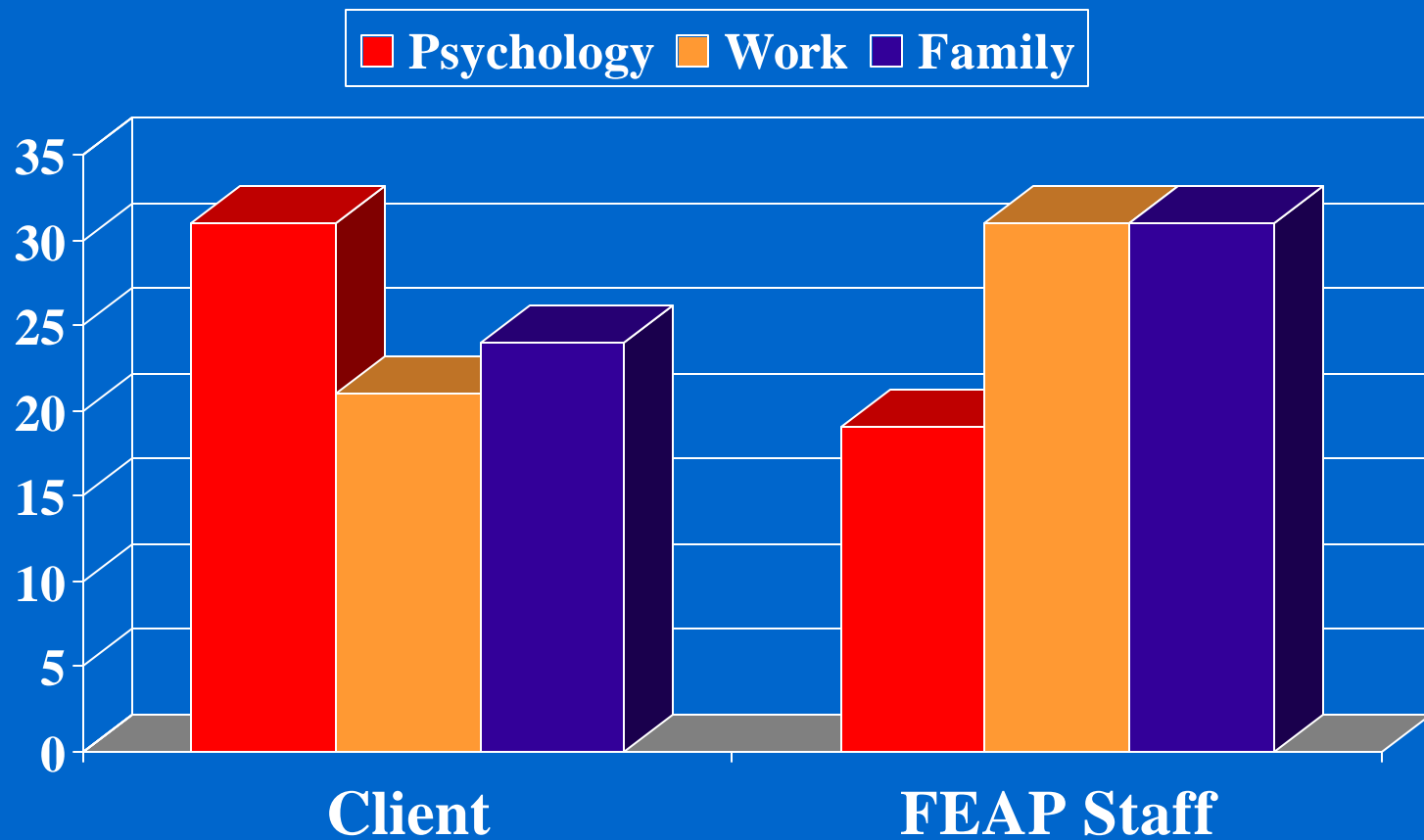- Recommendations
- Compliance
- Outcome
- Follow-up
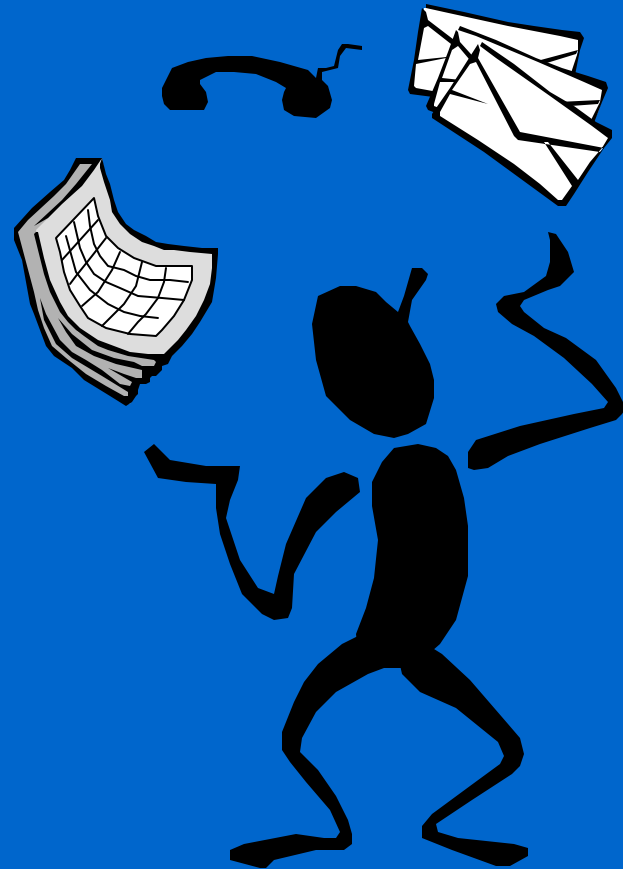
Overview of Presenting Problem

4% 2%

26%

38%

30%

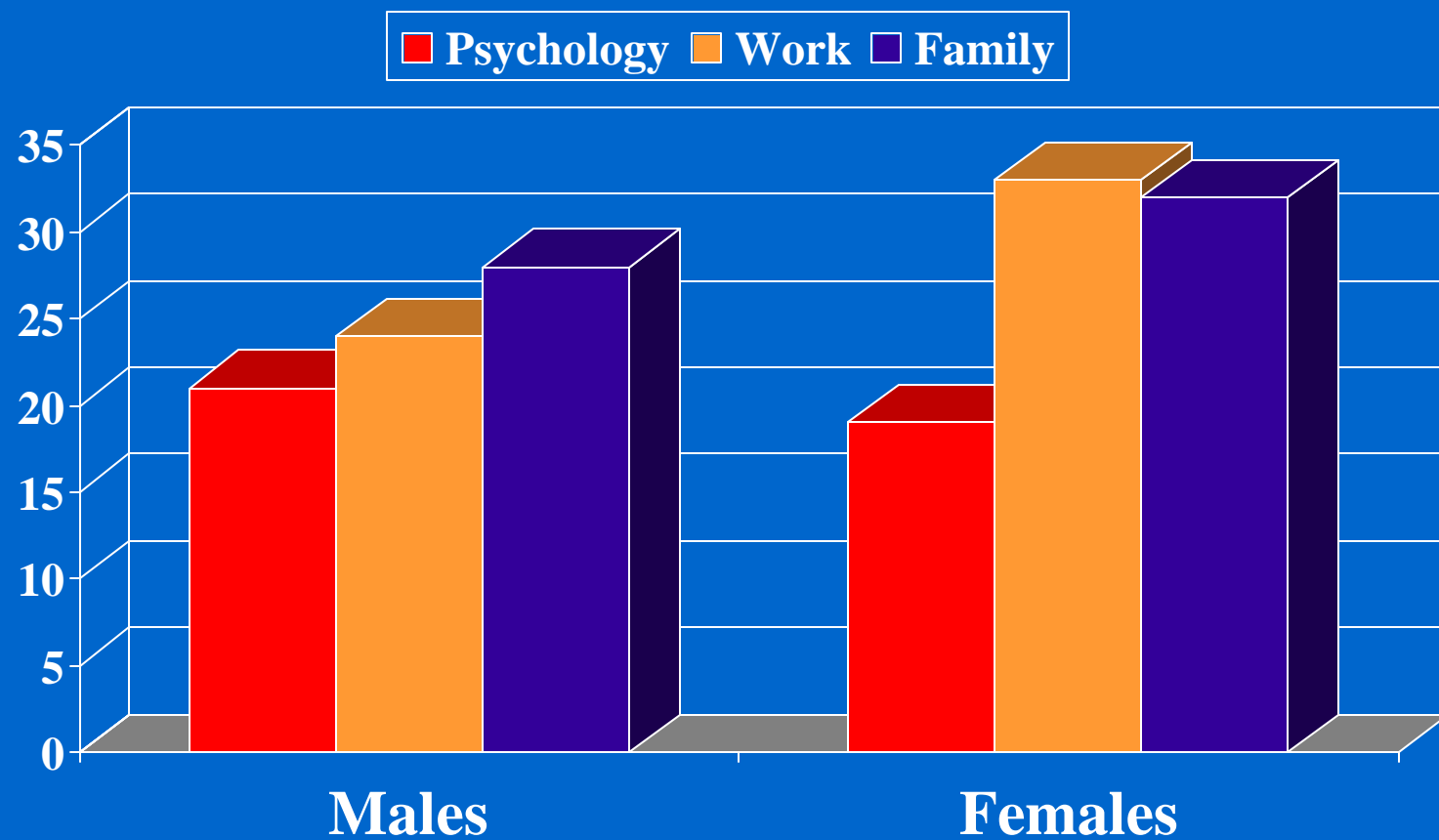☐ **Psychological** ☐ **Family** ☐ **Work** ☐ **Legal/Financial** ☐ **Medical**

Presenting Problems: Clients & FEAP Staff

Presenting Problems: Males and Females

Presenting Problems by Ethnicity

Presenting Problems by Average Age

Chart showing average age ranges for three categories: Psychological (approximately 36, range 27–45), Work (approximately 41, range 33–49), Family (approximately 37.5, range 29–50).
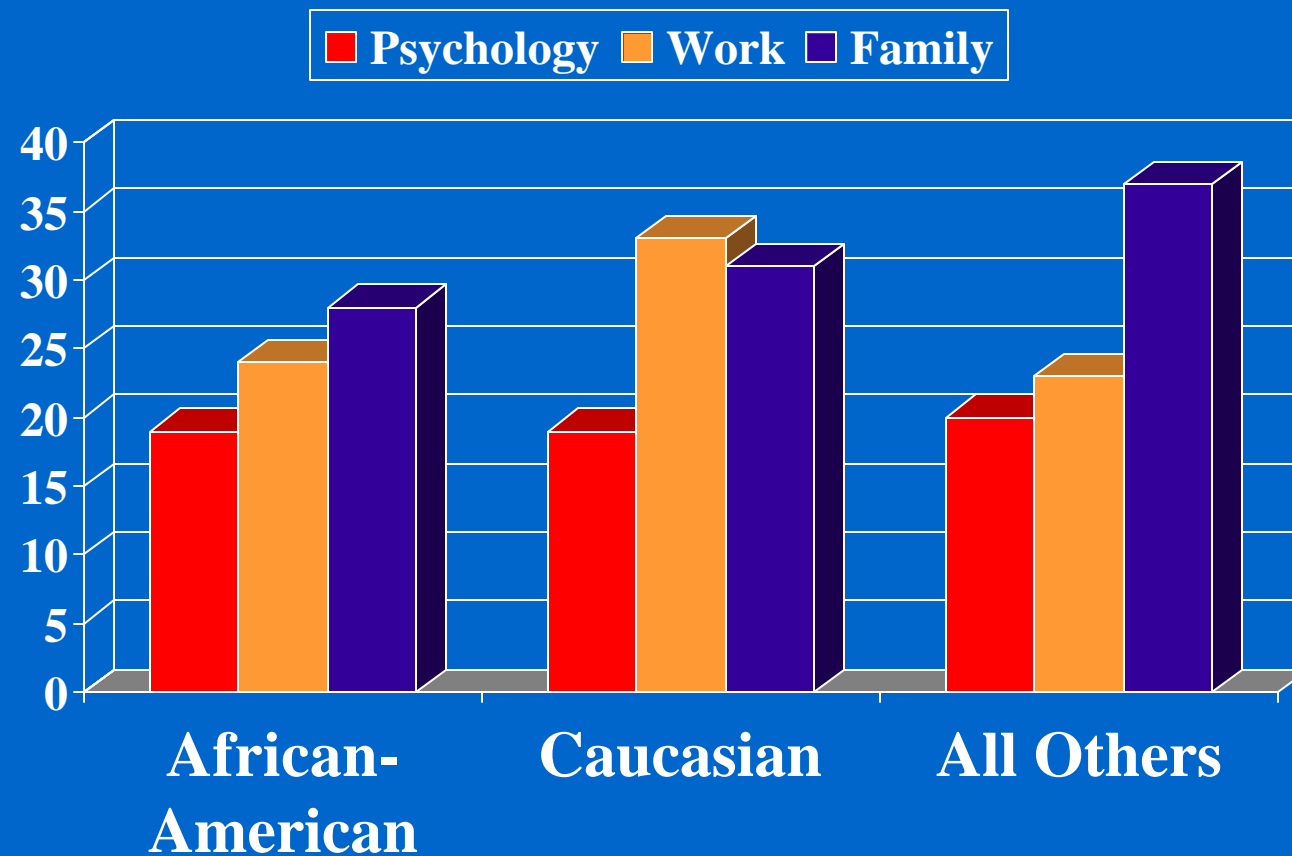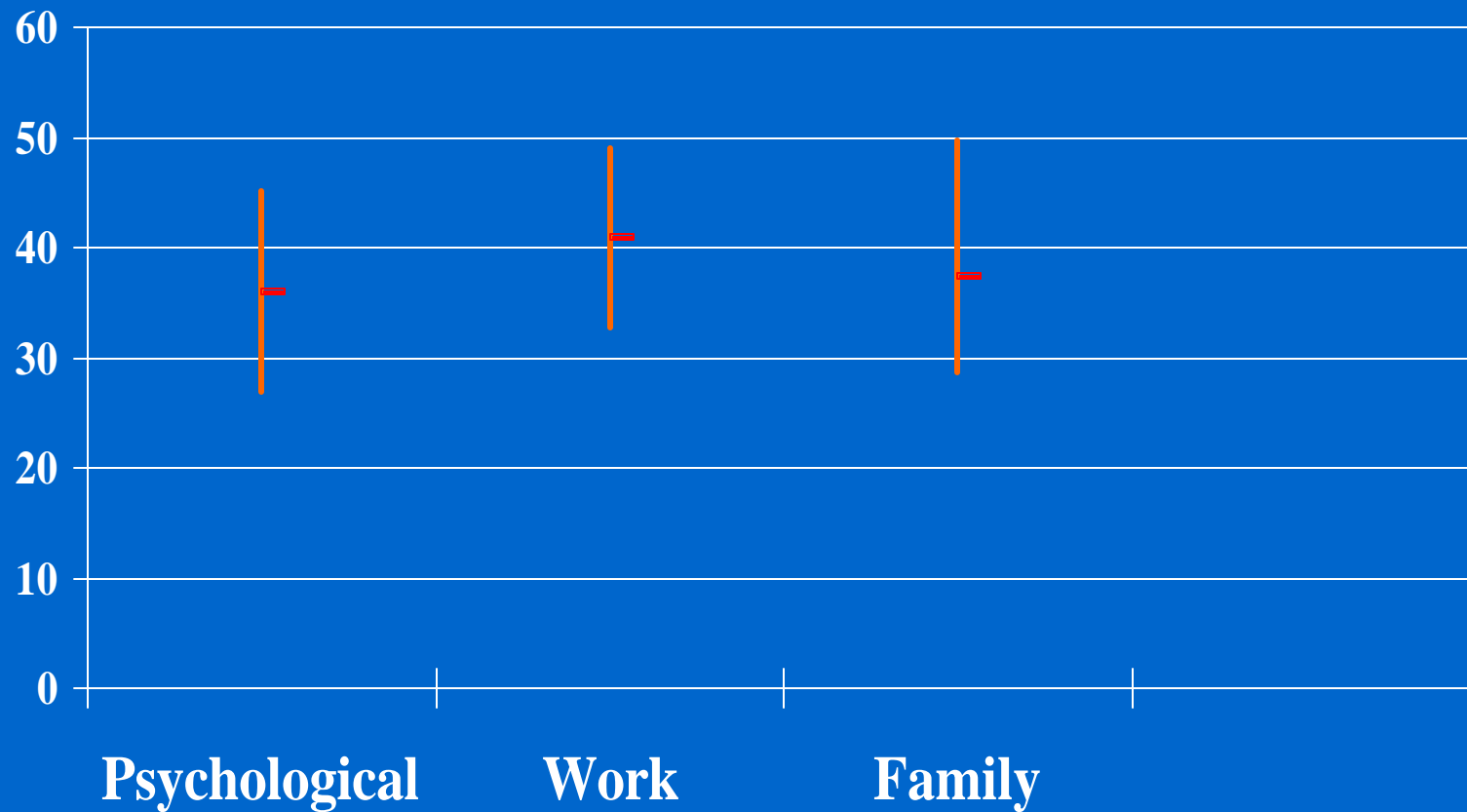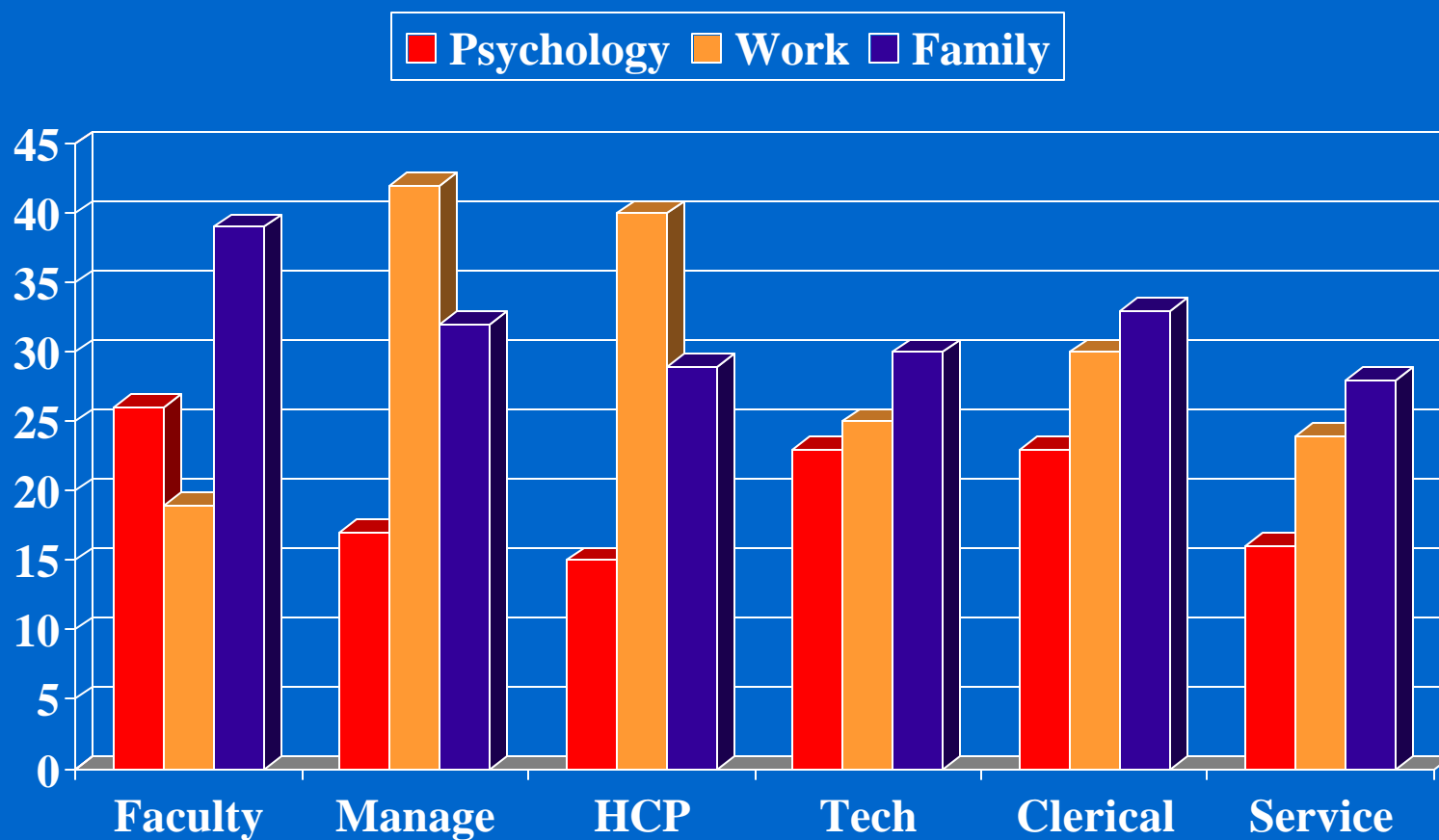
Overview of Demographic Factors

- Clients are less likely than FEAP staff to identify problems as family or work.

- Females and Caucasians are more likely to identify work as the problem.

- Age, education, marital status do not differentiate presenting problems.
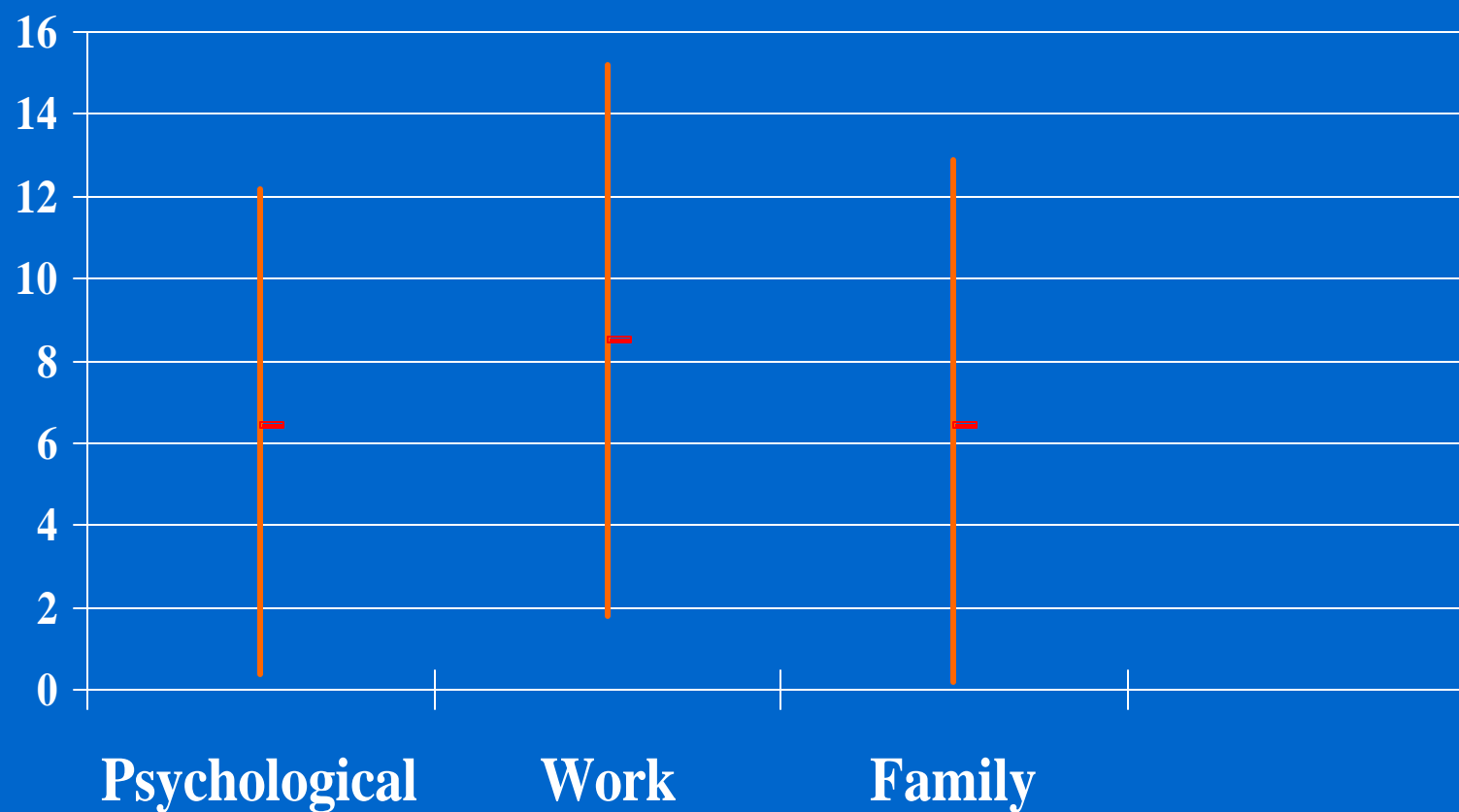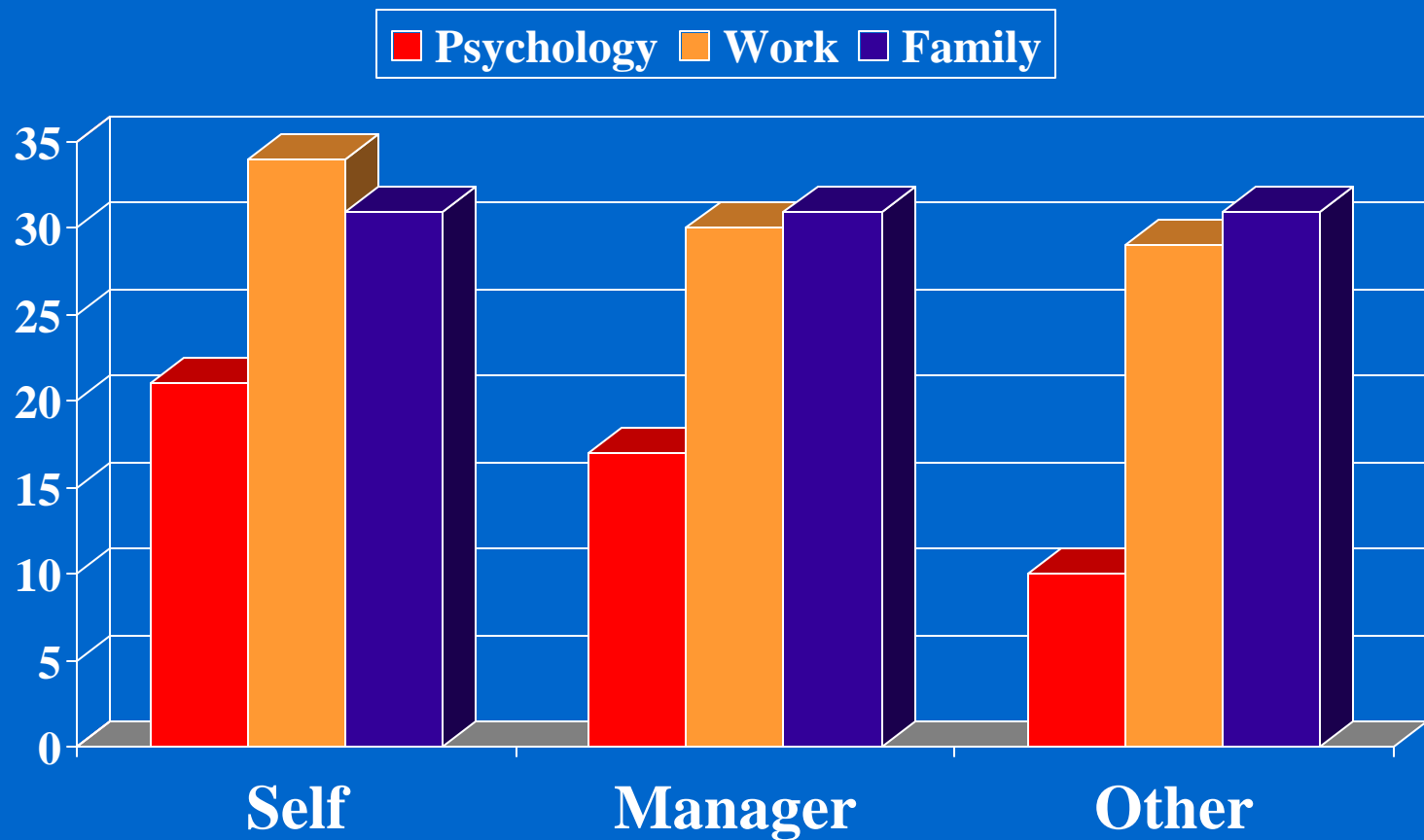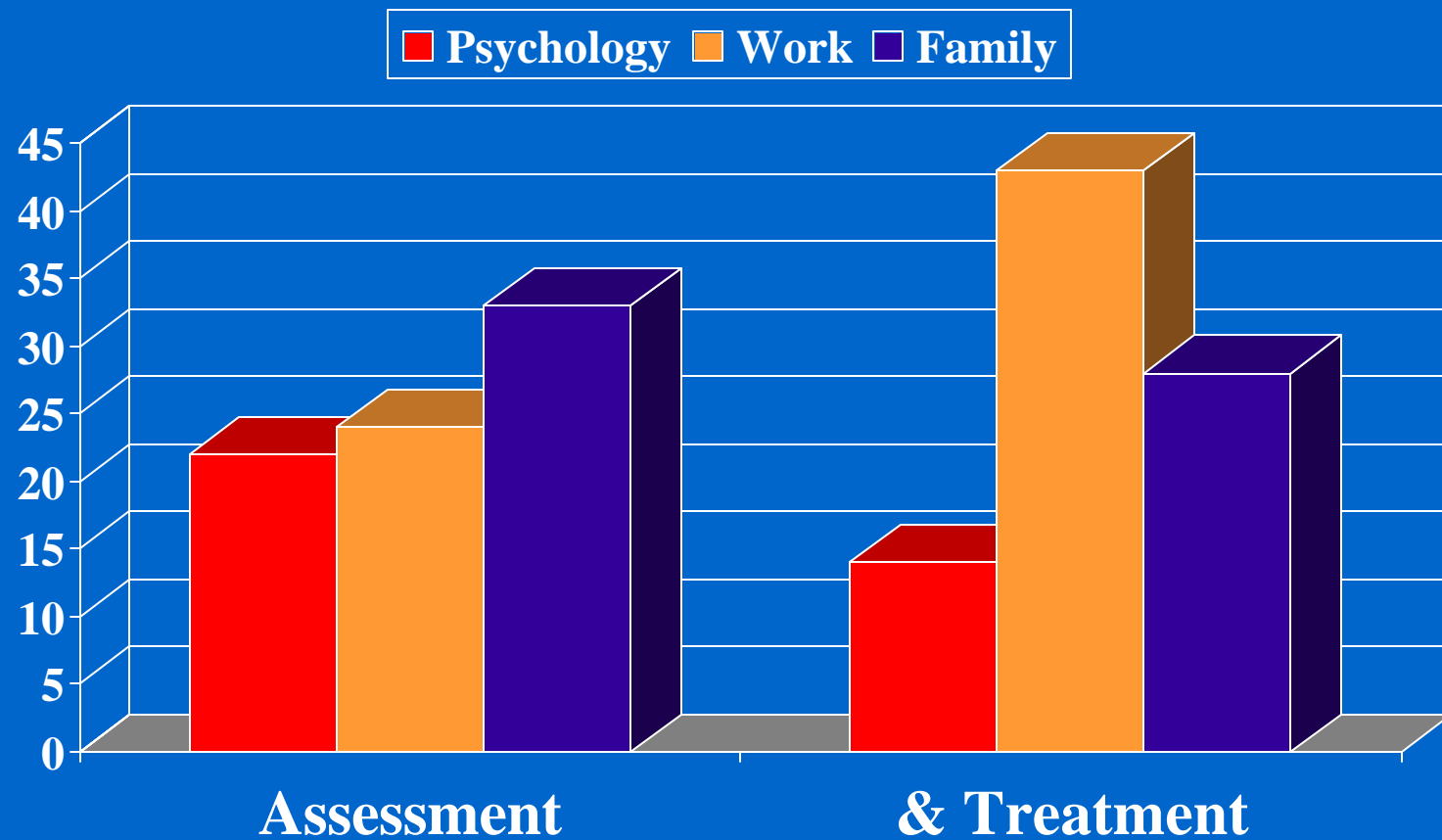
Presenting Problems by Job Category

Presenting Problems by Average Years at UVA

Psychological   Work   Family

Presenting Problems by Referral Source

Presenting Problems by Service Provided

Legend: Psychology (red), Work (orange), Family (purple)

Assessment & Treatment

Overview of Simplified Outcome

Resolved
4%

No change
40%

Improved
56%
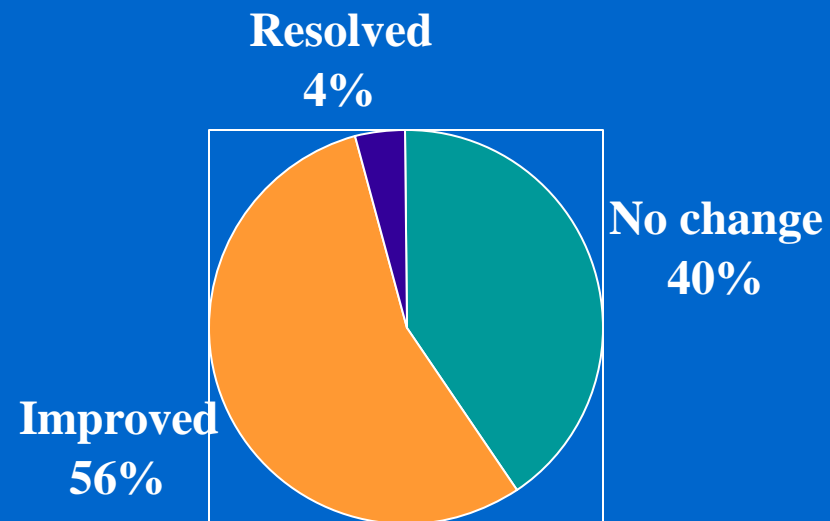
Presenting Problems by Outcome
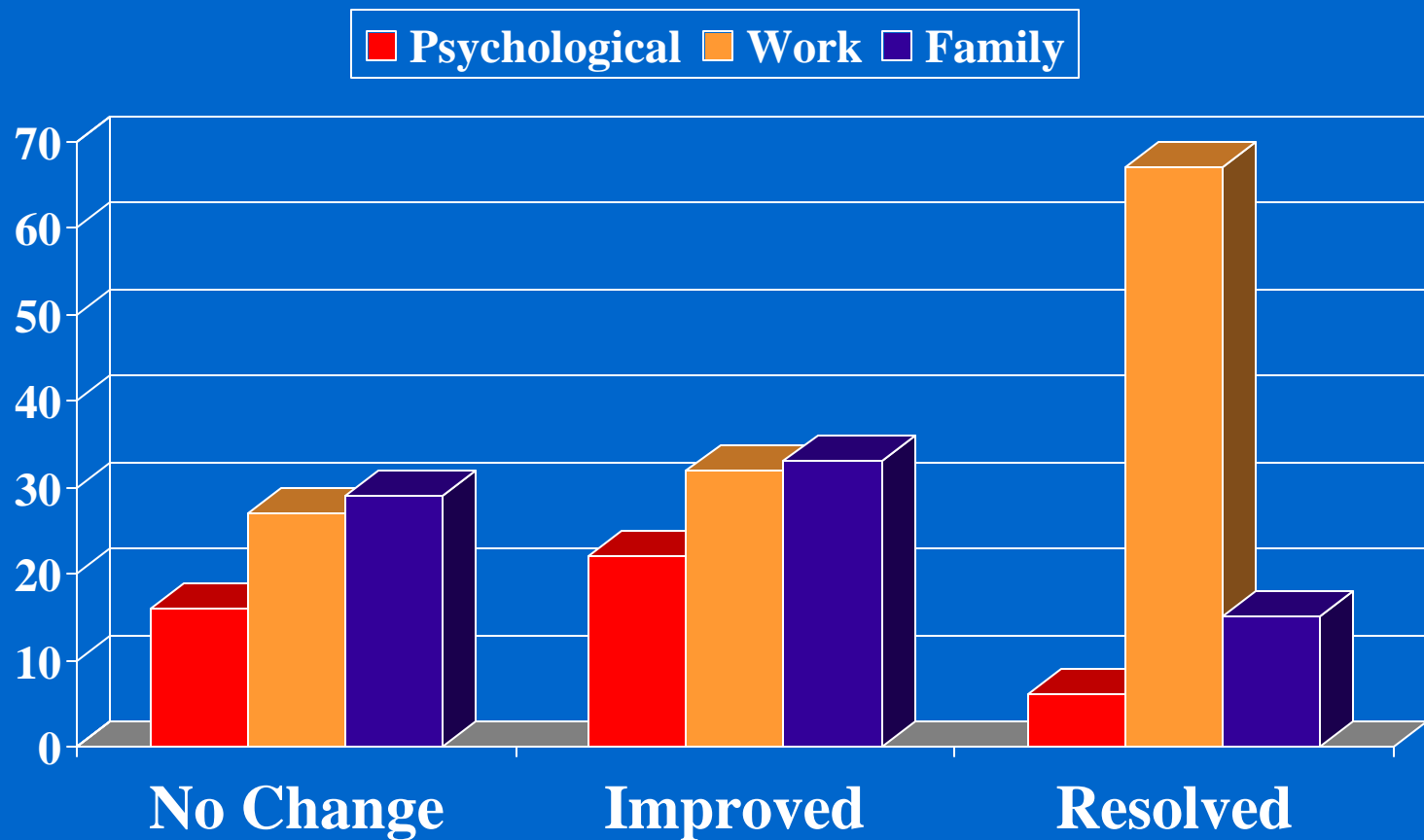
Overview of Work & Treatment Factors

- Managers and HCPs are more likely to identify work as the problem.

- FEAP staff are more likely to offer treatment for work problems.

- FEAP staff are more likely to rate work problems as resolved.